

# AI with Care: Navigating Generative Tools in Healthcare - United States (U.S.) and Ireland (I.E.) version

A 90-minute instructor-led course on ethical, compliant, and effective AI use in clinical and administrative settings

Facilitator guide

## **Facilitator preparation**

### **How to use this guide**

This preparation guide is designed to provide you (the facilitator) with two versions of the content:

- U.S. - for U.S. audiences.
- I.E. - for audiences in the Republic of Ireland.

There are two versions of the participant guide. Provide the appropriate version to your audience.

There is one version of the PowerPoint deck. Slides 1-17 are for U.S. audience. Slides 18-34 are for the I.E. audience.

By default slides 18-34 are hidden. If you are delivering the content to an I.E. audience, hide slides 1-17 and unhide slides 18-34.

The next two pages contain the icons that are used in the facilitation guide so that you can become familiar with what those icons indicate.

# Facilitator preparation

Icon	Direction	Facilitator instruction
	<b>DISPLAY SLIDE</b>	Display the presentation slide.
	<b>ASK</b>	Ask the participants a question.
	<b>SAY</b>	Read the content to the participants.
	<b>PLAY</b>	Play the video.
	<b>LAUNCH</b>	Launch the resource.
	<b>NAVIGATE</b>	Navigate to the website.
	<b>WRITE or DRAW</b>	Write or draw on a slide or whiteboard.
	<b>ACTIVITY</b>	Complete the activity.
	<b>CHAT</b>	Use the Chat feature of the virtual classroom tools.

## Facilitator preparation

Icon	Direction	Facilitator instruction
	<b>PARTICIPANT GUIDE</b>	Instruct participants to locate information in their participant guide.

# Facilitator preparation: Training outline (U.S.)

Module	Duration	Content
1. Welcome and warm-up	<b>10 min</b>	Icebreaker: “AI in Your World”; Poll
2. Intro to generative artificial intelligence (GenAI)	<b>15 min</b>	Definitions, healthcare examples
3. Ethical and regulatory landscape	<b>20 min</b>	HIPAA, FDA guidance, bias risks
4. Scenario workshop	<b>30 min</b>	Three case studies, group analysis
5. Best practices and action planning	<b>10 min</b>	Responsible AI checklist
6. Wrap-up and evaluation	<b>5 min</b>	Key takeaways, feedback survey

# Facilitator preparation: Training outline (I.E.)

Module	Duration	Content
1. Welcome and warm-up	<b>10 min</b>	Icebreaker: “AI in Your World”; Poll
2. Intro to generative artificial intelligence (GenAI)	<b>15 min</b>	Definitions, healthcare examples
3. Ethical and regulatory landscape	<b>20 min</b>	HSE guidelines, EU AI Act, GDPR
4. Scenario workshop	<b>30 min</b>	Three case studies, group analysis
5. Best practices and action planning	<b>10 min</b>	Responsible AI checklist, action planning
6. Wrap-up and evaluation	<b>5 min</b>	Key takeaways, feedback survey

## Module 1: Welcome and warm-up (U.S.)

	<b>DISPLAY</b> Title slide.
	<b>SAY:</b> Welcome to <i>AI with Care: Navigating Generative Tools in Healthcare</i> . This session is designed for professionals like you — people who care deeply about patient outcomes, data integrity, and responsible innovation. Generative AI is transforming how we document, communicate, and make decisions in healthcare. But with that power comes responsibility. Today, we'll explore how to use these tools ethically, safely, and in compliance with key regulations like HIPAA and GDPR. We'll work through real-world scenarios, unpack risks, and build practical strategies you can apply in your role. Your insights are essential — so let's make this a collaborative, thought-provoking experience.
	<b>DISPLAY</b> slide 2, Agenda.

## Module 1: Welcome and warm-up (U.S.)

	<b>SAY:</b> Let's review today's agenda. <b>DO:</b> Review the agenda from the slide.
	<b>ACTIVITY:</b> AI in Your World.
	<b>DISPLAY:</b> Slide 3, Welcome and warm-up.
	<p><b>SAY:</b> Before we dive into today's content, let's take a moment to connect with how GenAI is already showing up in your world — whether you've noticed it or not.</p> <p>Think about one way AI has touched your work recently. It could be something obvious, like using a chatbot to answer patient queries, or something subtle — like predictive text in your clinical notes or automated scheduling tools.</p> <p>Take 30 seconds to reflect, and then I'll invite a few volunteers to share. If you're joining virtually, feel free to drop your example in the chat.</p> <p><b>DO:</b> Pause for reflection. Then prompt sharing.</p>
	<p><b>ASK:</b> Who'd like to start us off? What's one way AI has shown up in your day-to-day work?</p> <p><b>DO:</b> After a few responses, affirm and transition.</p>

## Module 1: Welcome and warm-up (U.S.)

	<p><b>SAY:</b> Thank you — these examples show how embedded AI already is in our healthcare systems. Today's session is about making sure we use these tools with care — ethically, transparently, and in compliance with HIPAA and FDA guidance. Let's explore how.</p>

## Module 1: Welcome and warm-up (I.E.)

	<b>DISPLAY</b> Title slide.
	<p><b>SAY:</b> Welcome to AI with Care: Navigating Generative Tools in Healthcare. This session is designed for professionals working across Ireland's healthcare system — whether in clinical, administrative, or digital transformation roles.</p> <p>Generative AI is becoming part of our everyday workflows, from drafting patient communications to supporting clinical decisions. But with innovation comes responsibility. Today, we'll explore how to use these tools ethically, safely, and in alignment with HSE guidelines, the EU AI Act, and GDPR. We'll work through real-world scenarios, examine risks like bias and misinformation, and build practical strategies for responsible AI adoption.</p> <p>Your experience and insights are essential — this is a collaborative space to reflect, challenge, and learn together.</p> <p>Let's begin by looking at how AI is already showing up in your world — and how we can shape its future with care.</p>
	<b>DISPLAY</b> slide 2, Agenda.

## Module 1: Welcome and warm-up (I.E.)

	<b>SAY:</b> Let's review today's agenda. <b>DO:</b> Review the agenda from the slide.
	<b>ACTIVITY:</b> AI in Your World.
	<b>DISPLAY</b> Slide 3, Welcome and warm-up.
	<b>SAY:</b> Before we dive into today's content, let's take a moment to connect with how GenAI is already showing up in your world — whether you've noticed it or not.  Think about one way AI has touched your work recently. It could be something obvious, like using a chatbot to answer patient queries, or something subtle — like predictive text in your clinical notes or automated scheduling tools.  Take 30 seconds to reflect, and then I'll invite a few volunteers to share. If you're joining virtually, feel free to drop your example in the chat. <b>DO:</b> Pause for reflection. Then prompt sharing.
	<b>ASK:</b> Who'd like to start us off? What's one way AI has shown up in your day-to-day work? <b>DO:</b> After a few responses, affirm and transition.

## Module 1: Welcome and warm-up (I.E.)

	<b>SAY:</b> Thank you — these examples show how embedded AI already is in our healthcare systems. Today's session is about making sure we use these tools with care — ethically, transparently, and in line with HSE and EU standards. Let's explore how.

## Module 5: Best practices and action planning (U.S.)

	<p><b>DISPLAY</b> slide 13, Best practices and action planning.</p>
	<p><b>SAY:</b> We've explored how GenAI is showing up in healthcare — the opportunities, the risks, and the ethical guardrails. Now it's time to shift from awareness to action.</p> <p>In this module, we'll walk through a set of best practices that support responsible AI use in clinical and administrative settings. These aren't just theoretical — they're practical habits and safeguards you can apply in your role, whether you're reviewing AI-generated documentation, managing patient communications, or evaluating new tools.</p> <p>We'll also take time to reflect on what this means for you personally. What will you do differently after today? What conversations do you need to start with your team?</p> <p>Let's begin by reviewing the Responsible AI Checklist — and then we'll move into your action planning worksheet.</p>
	<p><b>DISPLAY</b> slide 14, Responsible AI checklist.</p>
	<p><b>PARTICIPANT GUIDE:</b> Instruct participants to refer to the <b>Responsible AI checklist</b> in their guide.</p>

## Module 5: Best practices and action planning (U.S.)



**SAY:** Use this checklist to assess whether a GenAI tool or workflow aligns with ethical, regulatory, and operational standards.

### Data privacy and security

- Let's start with the foundation: patient data. If an AI tool touches PHI or personal data, it must meet HIPAA privacy standards in the U.S.
- Ask yourself: Is this tool secure enough to handle sensitive health information? Are encryption and access controls in place?
- Would you feel confident explaining how this tool protects patient data to a regulator or a patient?

### Human oversight

- AI should support, not replace, clinical judgment. Who's responsible for reviewing its outputs?
- Can your team override or correct the AI when it gets something wrong?
- Think about your role: where does human oversight fit into your workflow?

### Transparency and explainability

- If a patient asks, "Why did the AI recommend this?" — can you answer?
- Transparency builds trust. Are the tool's limitations clearly communicated?
- Is it obvious when something is AI-generated, or could it be mistaken for human input?

## Module 5: Best practices and action planning (U.S.)



### Fairness and bias mitigation

- Bias in AI isn't theoretical — it can affect diagnoses, access, and outcomes.
- Has the tool been tested across diverse populations? Are there safeguards to prevent harm?
- How do we ensure equity when deploying AI in healthcare?

### Reliability and accuracy

- Would you trust this tool with your own care? That's the reliability test.
- Is the AI trained on clinically relevant data? Are outputs validated regularly?
- What's the process if the AI makes a mistake — and how quickly can it be corrected?

### Regulatory alignment

- If the tool supports clinical decisions, it may be regulated as a medical device — that's where the FDA comes in.
- Is the tool classified correctly? Are updates tracked for compliance?
- Are you confident this tool would pass an audit?

## Module 5: Best practices and action planning (U.S.)

	<p><b>Integration and workflow fit</b></p> <ul style="list-style-type: none"><li>• Even the best AI tool fails if it doesn't fit your workflow.</li><li>• Does it integrate with your electronic health record (EHR) or scheduling system? Are staff trained to use it responsibly?</li><li>• What happens when something goes wrong — is there a clear escalation path?</li></ul> <p><b>Patient communication</b></p> <ul style="list-style-type: none"><li>• AI-generated messages must be reviewed for clarity, empathy, and clinical appropriateness.</li><li>• Would you be comfortable sending that message to a patient without edits?</li><li>• Are patients informed when AI is used in their care — and do they understand what that means?</li></ul>
	<p><b>ASK:</b> Think about an AI tool you've used or seen in your workplace. What safeguards are — or aren't — in place to ensure responsible use? How would you improve them?</p> <p><b>DO:</b> Prompt participants to reflect on oversight, transparency, or workflow fit. Encourage sharing across clinical, administrative, and compliance roles.</p>

## Module 5: Best practices and action planning (U.S.)

	<b>DISPLAY</b> slide 15, Action planning.
	<b>PARTICIPANT GUIDE:</b> Instruct participants to refer to the <b>Action planning worksheet</b> in their guide.
	<p><b>SAY:</b> Take a moment to reflect on how you'll apply responsible AI practices in your role.</p> <p>Spend the next five minutes answering the questions in your participant guide.</p> <p><b>DO:</b> Allow five minutes for participants to complete their <b>Action planning worksheet</b>.</p>
	<p><b>ASK:</b></p> <ul style="list-style-type: none"> <li>• What safeguards are — or aren't — in place for AI tools in your workplace? How would you improve them?</li> <li>• If you were introducing a new AI tool, what three steps would you take to ensure ethical and compliant adoption?</li> </ul> <p><b>DO:</b> Hold a brief discussion with participants around these questions.</p>

## Module 5: Best practices and action planning (U.S.)



**SAY:** Now that you've explored best practices and outlined your own action plan, let's bring it all together.

In our final module, we'll reflect on key takeaways, share commitments, and look ahead to what responsible AI adoption means for your team and organization. Whether you're in clinical care, compliance, or operations, your role in shaping ethical AI use is essential — and it starts with the conversations and choices you make after this training.

Let's move into Module 6: Wrap-up and next steps.

## Module 5: Best practices and action planning (I.E.)

	<b>DISPLAY</b> slide 13, Best practices and action planning.
	<p><b>SAY:</b> We've explored how GenAI is showing up in healthcare — the opportunities, the risks, and the ethical guardrails. Now it's time to shift from awareness to action.</p> <p>In this module, we'll walk through a set of best practices that support responsible AI use in clinical and administrative settings. These aren't just theoretical — they're practical habits and safeguards you can apply in your role, whether you're reviewing AI-generated documentation, managing patient communications, or evaluating new tools.</p> <p>We'll also take time to reflect on what this means for you personally. What will you do differently after today? What conversations do you need to start with your team?</p> <p>Let's begin by reviewing the Responsible AI Checklist — and then we'll move into your action planning worksheet.</p>
	<b>DISPLAY</b> slide 14, Responsible AI checklist.
	<b>PARTICIPANT GUIDE:</b> Instruct participants to refer to the <b>Responsible AI checklist</b> in their guide.

## Module 5: Best practices and action planning (I.E.)



**SAY:** Use this checklist to assess whether a GenAI tool or workflow aligns with ethical, regulatory, and operational standards.

### Data privacy and security

- Let's start with the foundation: patient data. If an AI tool touches PHI or personal data, it must meet GDPR privacy standards in the EU.
- Ask yourself: Is this tool secure enough to handle sensitive health information? Are encryption and access controls in place?
- Would you feel confident explaining how this tool protects patient data to a regulator or a patient?

### Human oversight

- AI should support, not replace, clinical judgment. Who's responsible for reviewing its outputs?
- Can your team override or correct the AI when it gets something wrong?
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### Transparency and explainability

- If a patient asks, "Why did the AI recommend this?" — can you answer?
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## Module 5: Best practices and action planning (I.E.)



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- Bias in AI isn't theoretical — it can affect diagnoses, access, and outcomes.
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### Regulatory alignment

- If the tool supports clinical decisions, it may be regulated as a medical device — that's where the EU AI Act comes in.
- Is the tool classified correctly? Are updates tracked for compliance?
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## Module 5: Best practices and action planning (I.E.)

	<p><b>Integration and workflow fit</b></p> <ul style="list-style-type: none"><li>• Even the best AI tool fails if it doesn't fit your workflow.</li><li>• Does it integrate with your electronic health record (EHR) or scheduling system? Are staff trained to use it responsibly?</li><li>• What happens when something goes wrong — is there a clear escalation path?</li></ul> <p><b>Patient communication</b></p> <ul style="list-style-type: none"><li>• AI-generated messages must be reviewed for clarity, empathy, and clinical appropriateness.</li><li>• Would you be comfortable sending that message to a patient without edits?</li><li>• Are patients informed when AI is used in their care — and do they understand what that means?</li></ul>
	<p><b>ASK:</b> Think about an AI tool you've used or seen in your workplace. What safeguards are — or aren't — in place to ensure responsible use? How would you improve them?</p> <p><b>DO:</b> Prompt participants to reflect on oversight, transparency, or workflow fit. Encourage sharing across clinical, administrative, and compliance roles.</p>

## Module 5: Best practices and action planning (I.E.)

	<p><b>ASK:</b> If you were tasked with introducing a new generative AI tool in your department, what three steps would you take to ensure ethical and compliant adoption?</p> <p><b>DO:</b> Encourage discussion around training, governance, and patient communication. Follow up with the Responsible AI Checklist as a reference.</p>
	<p><b>SAY:</b> Now that you've explored best practices and outlined your own action plan, let's bring it all together.</p> <p>In our final module, we'll reflect on key takeaways, share commitments, and look ahead to what responsible AI adoption means for your team and organization. Whether you're in clinical care, compliance, or operations, your role in shaping ethical AI use is essential — and it starts with the conversations and choices you make after this training.</p> <p>Let's move into Module 6: Wrap-Up &amp; Next Steps.</p>

## Module 5: Best practices and action planning (I.E.)

	<b>DISPLAY</b> slide 15, Action planning.
	<b>PARTICIPANT GUIDE:</b> Instruct participants to refer to the <b>Action planning worksheet</b> in their guide.
	<p><b>SAY:</b> Take a moment to reflect on how you'll apply responsible AI practices in your role.</p> <p>Spend the next five minutes answering the questions in your participant guide.</p> <p><b>DO:</b> Allow five minutes for participants to complete their <b>Action planning worksheet</b>.</p>
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## Module 5: Best practices and action planning (I.E.)



**SAY:** Now that you've explored best practices and outlined your own action plan, let's bring it all together.

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Let's move into Module 6: Wrap-up and next steps.

## Module 6: Wrap-up and evaluation

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